Complaints of telephone subscribers

†469. SHRIMATI SAROJ DUBEY: Will the Minister of COMMUNICATIONS be pleased to state:

(a) whether Government are aware that defective telephones are not repaired for long in many parts of the country inspite of the complaints registered by the consumers;

(b) if so, whether Government propose to take effective steps to repair the telephones well in time;

(c) if so, the details thereof; and

(d) if not, the reasons therefor?

THE MINISTER OF STATE IN THE MINISTRY OF COMMUNICATIONS (SHRI TAPAN SIKDAR): (a) Sir, generally, defective telephones are repaired when complaints are received. However, in some cases like theft of telecom equipments, damage of cables by other agencies and cable break down due to heavy rains, fire in exchanges and cyclones etc., fault clearance may take some time.

(b) and (c) Following steps are taken for timely repair of telephones:

(i) Provision has been made for centralised fault booking.

(ii) Computerisation of more and more Fault Repair Service (FRS).

(iii) Pagers to line staff wherever available for speedy making over of faults.

(d) Does not arise in view of (b) and (c) above.

BSNL's services to other countries

470. SHRI KARTAR SINGH DUGGAL: Will the Minister of COMMUNICATIONS be pleased to state:

(a) what steps Bharat Sanchar Nigam Limited (BSNL) is taking to look beyond the country;

(b) whether Government propose to launch its services to SAARC countries;

(c) the manner in which Government plan to spread its reach to other developing countries in Asia; and

(d) whether any strategic joint alliances are being contemplated?

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†Original notice of the question was received in Hindi.